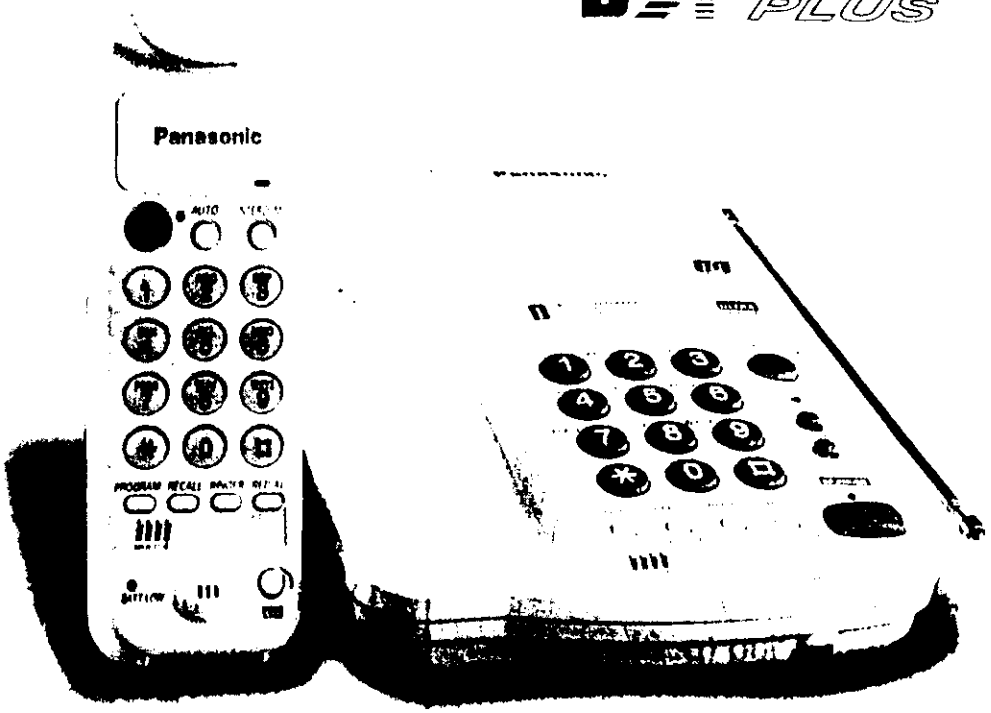
Panasonic

Cordless Phone

Model No. KX-TC187AL-W

Operating Instructions

DYNAMIC SOUND FOCUS PLUS



PLEASE READ BEFORE USE AND SAVE.

Charge the battery for about 3 hours before initial use.

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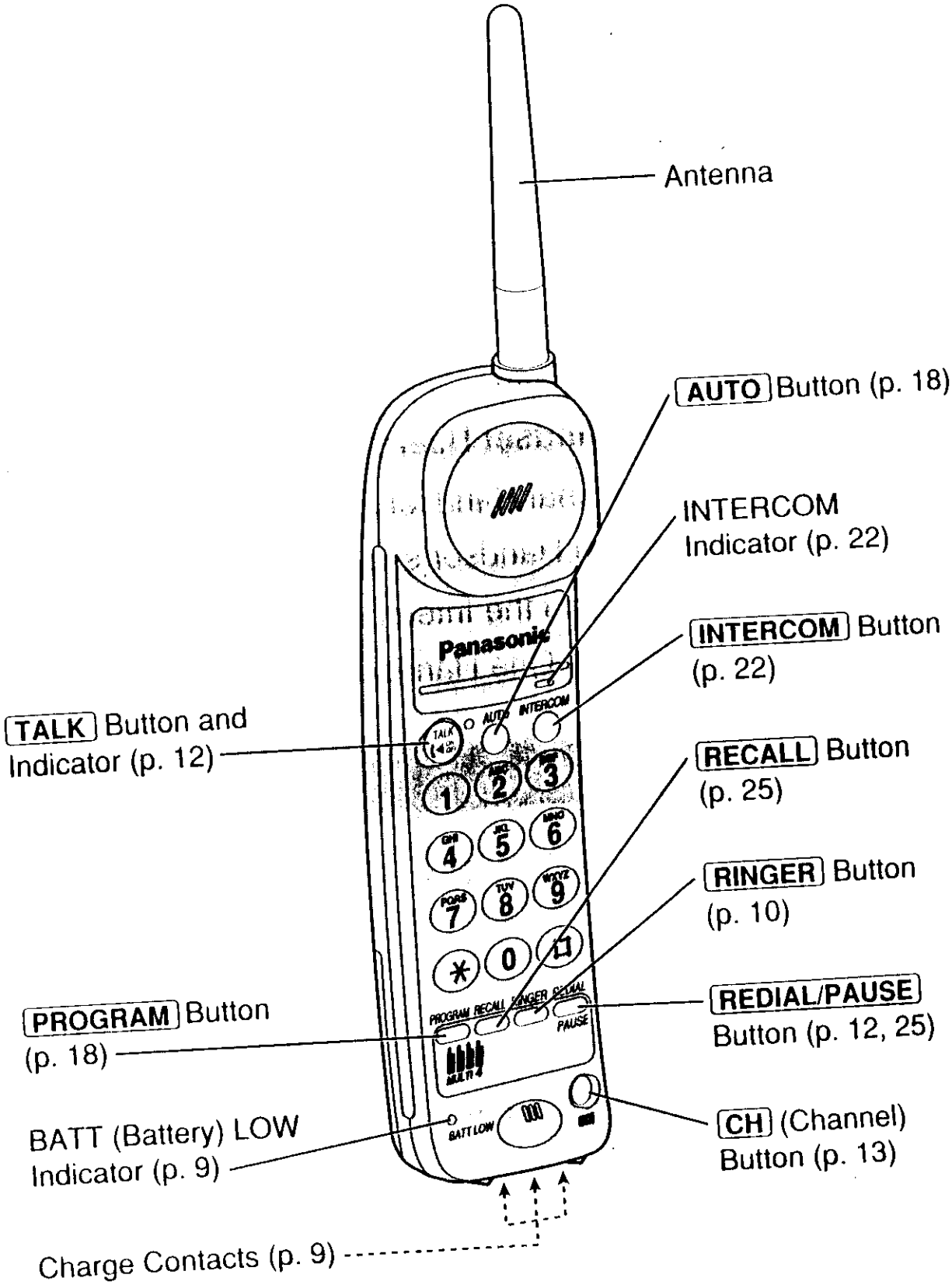
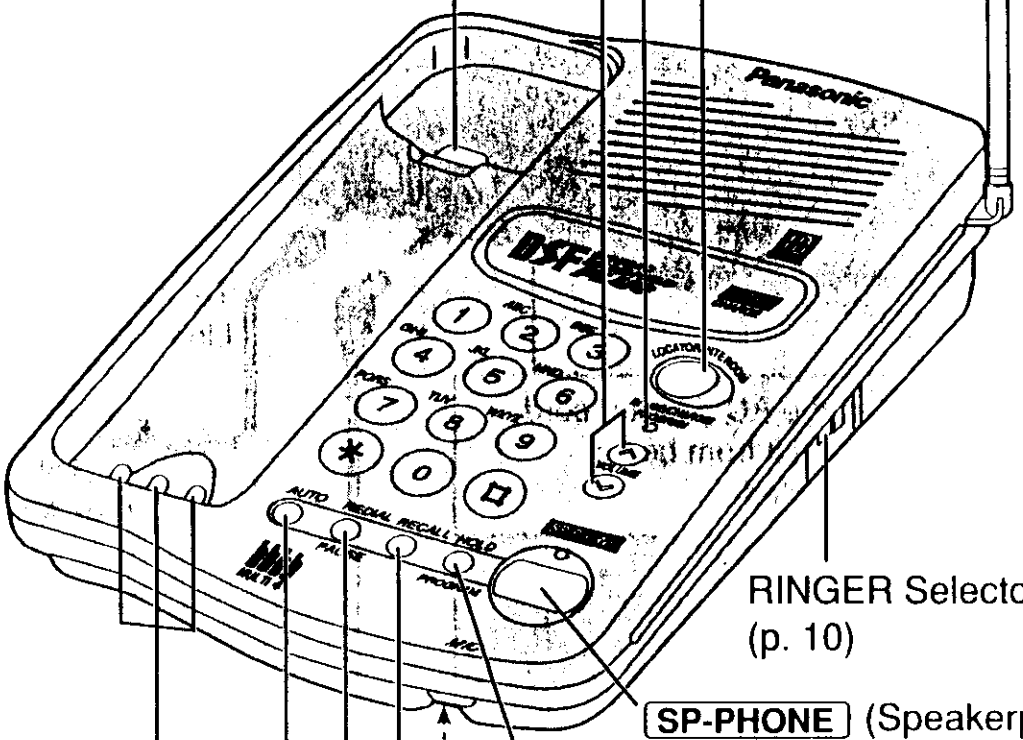
Location of Controls

Handset



Base unit



Antenna (p. 3, 8)

LOCATOR/INTERCOM Button (p. 23)

IN USE/CHARGE/PROGRAM Indicator (p. 9, 20)

VOLUME ⌃, ⌄ Buttons (p. 14)

Handset Hook (p. 37)

RINGER Selector (p. 10)

SP-PHONE (Speakerphone) Button and Indicator (p. 14)

Charge Contacts (p. 9)

HOLD/PROGRAM Button (p. 15, 20)

MIC (Microphone) (p. 14, 22)

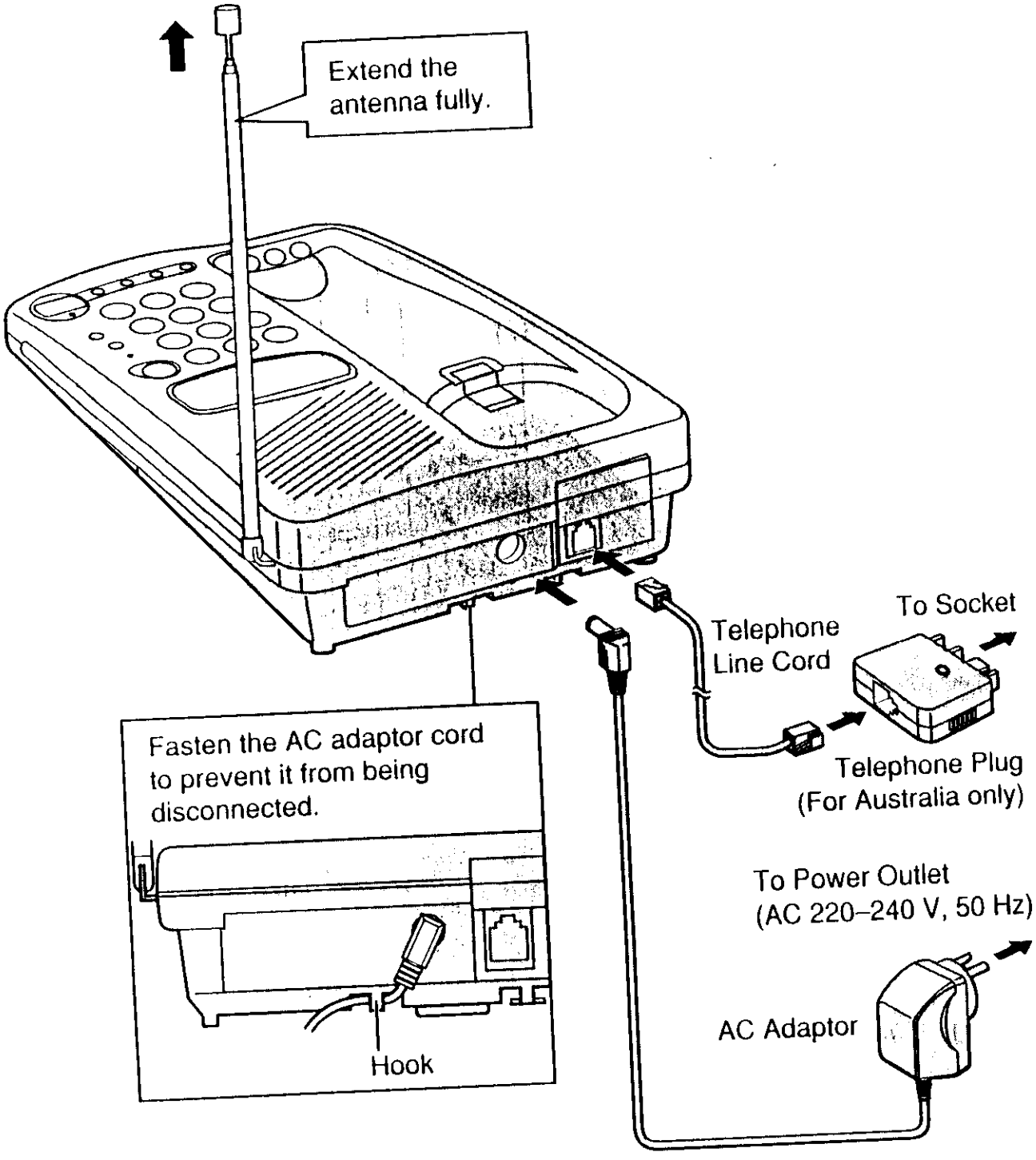
RECALL Button (p. 25)

REDIAL/PAUSE Button (p. 15, 25)

AUTO Button (p. 20)

Settings

Connections

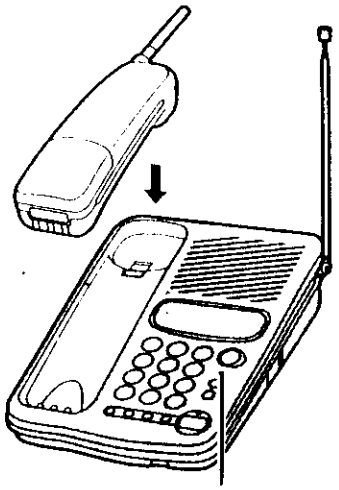

Extend the antenna fully.
Telephone Line Cord
To Socket
Telephone Plug (For Australia only)
Fasten the AC adaptor cord to prevent it from being disconnected.
Hook
To Power Outlet (AC 220–240 V, 50 Hz)
AC Adaptor

- USE ONLY WITH Panasonic AC ADAPTOR KX-A11BA.
- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
- To connect a standard telephone on the same line, see page 11.
- KX-TC187AL-W is not designed to be used with rotary (pulse dialling) services.

Battery Charge

Place the handset on the base unit and charge for about **3 hours** before initial use.

- The IN USE/CHARGE/PROGRAM indicator lights.

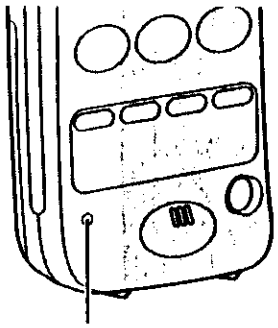


IN USE/CHARGE/
PROGRAM Indicator

Recharge

When the BATT LOW indicator flashes or the unit beeps intermittently, recharge the battery for about 3 hours.

- If you DO NOT recharge the handset battery for more than 10 minutes, the BATT LOW indicator will continue to flash.



BATT LOW Indicator

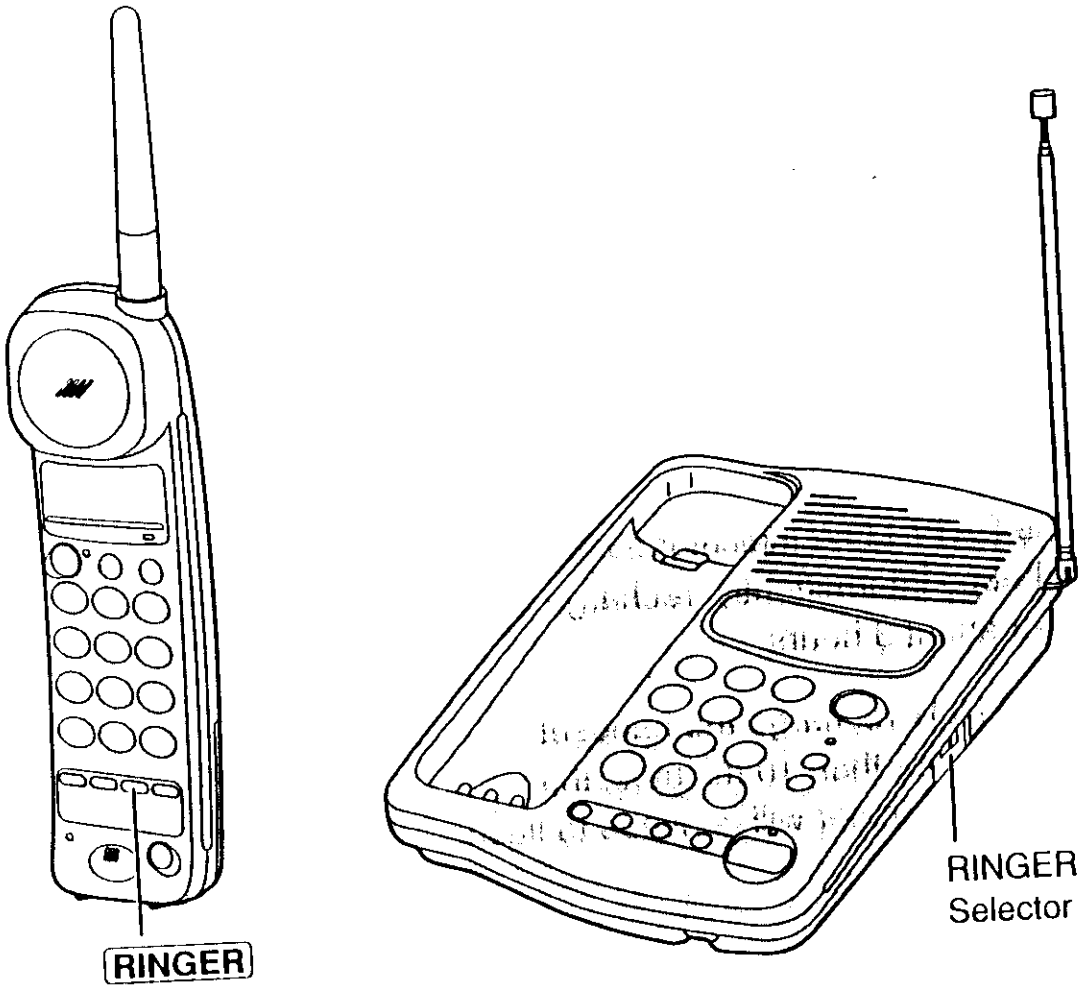
Battery information

After your Panasonic battery is fully charged:

Operation	Approx. battery life
While in use (TALK)	Up to about 8 hours
While not in use (Stand-By)	Up to about 20 days

- Battery life may vary depending on usage conditions and ambient temperature.
- **Clean the handset and the base unit charge contacts with a soft dry cloth once a month. Clean more often if the unit is subject to grease, dust or high humidity**. If not, the battery may not charge properly.
- If the battery is fully charged, you do not have to place the handset on the base unit until the BATT LOW indicator flashes. This will maximize the battery life.
- The battery cannot be overcharged.

Selecting the Ringer Volume



With the handset

The TALK indicator light must be off.

- **To select HIGH (preset) or LOW,** press RINGER briefly. (Each time you press the button briefly, the selected volume will ring and the ringer volume will change.)
- **To turn the ringer OFF,** press RINGER until 2 beeps sound.
- **To turn the ringer ON,** press RINGER briefly. The ringer will sound at the HIGH level.

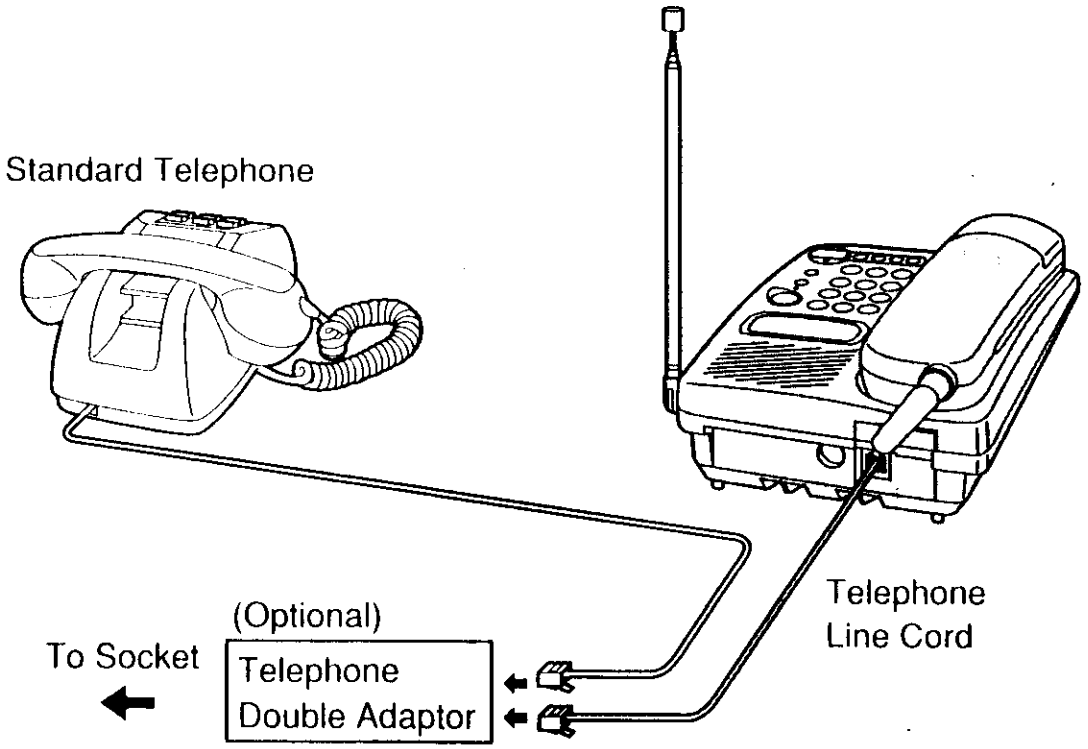
With the base unit

Set the RINGER selector to HIGH, LOW, or OFF.

- When set to OFF, the base unit will not ring.

Adding Another Phone

This unit will not function during a power failure. To connect a standard telephone on the same line, use a telephone double adaptor.



Making Calls

With the Handset

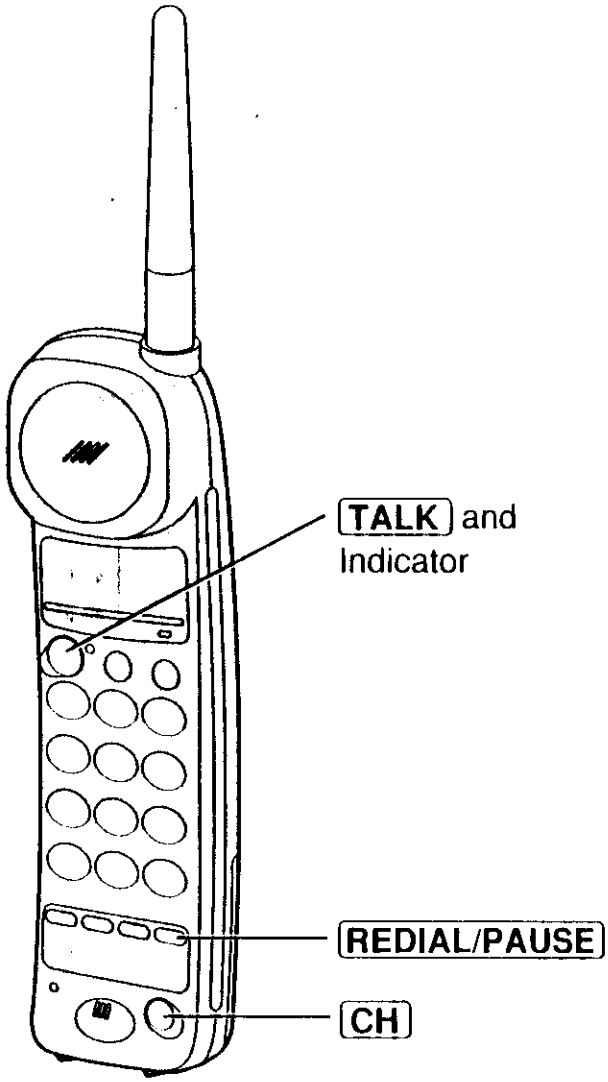
1 Press [TALK].

- The TALK indicator lights.

2 Dial a telephone number.

3 To hang up, press [TALK] or place the handset on the base unit.

- The indicator light goes out.



- If an alarm tone sounds in step 1, move closer to the base unit or place the handset on the base unit. Then try again.

To redial the last number dialled on the handset

Press [TALK] ➡ [REDIAL/PAUSE].

If noise interferes with the conversation

Press [CH] to select a clearer channel or move closer to the base unit.

Back-lit

The handset dialling buttons will light while dialling and flash when a call is received. The light will go out about 10 seconds after dialling or answering a call.

Luminous Talk Key

The [TALK] button uses non-radioactive luminescent material which can absorb light energy of sunlight or lamps (incandescent, fluorescent, halogen, etc.) and release this absorbed light for darkened room operation.

- As the absorbed energy in the [TALK] button material decreases, the button brightness will fade naturally.
- Button brightness and duration depends on the amount of room lighting and exposure time.

With the Base Unit

1 Press SP-PHONE.

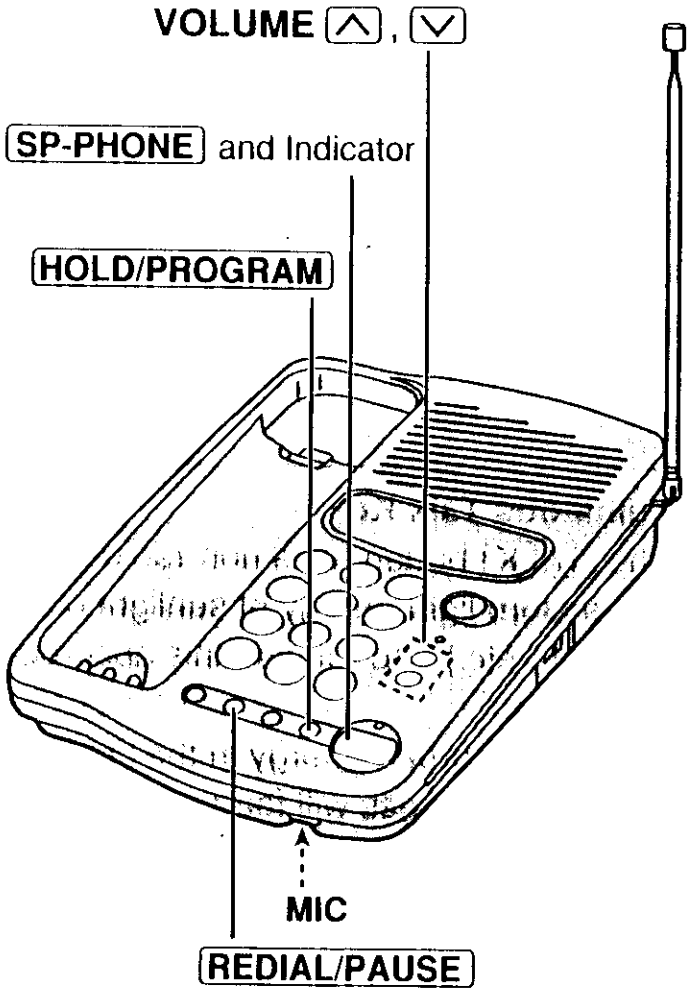
- The SP-PHONE indicator lights.

2 Dial a telephone number.

3 When the other party answers, talk into the **MIC** (microphone).

4 To hang up, press SP-PHONE.

- The indicator light goes out.



To adjust the speaker volume (12 levels) while talking

To increase, press **VOLUME** ⌃. To decrease, press **VOLUME** ⌄.

During the speakerphone operation:

- For best speakerphone performance, use in a quiet room and talk alternately with the caller.
- If the other party has difficulty hearing you, press **VOLUME** ▽ to decrease the speaker volume. Reducing the speakerphone volume will increase the microphone sensitivity.
- While using the speakerphone, if the handset is on the base unit, you may switch to it by lifting it up.

To redial the last number dialled on the base unit

Press [SP-PHONE] ➡ [REDIAL/PAUSE].

To put a call on hold

Press [HOLD/PROGRAM].

- The SP-PHONE indicator flashes.
- After 6 minutes, warning tones will sound every 10–15 seconds. After a total of 10 minutes, the call will be disconnected.

To release the hold

From the base unit, press [SP-PHONE].

From the handset, press [TALK] or lift the handset off the base unit.

- If another phone is connected on the same line (p. 11), you can also release the hold by lifting its handset.

Simultaneous Keypad Dialling

You can use the base unit like a standard telephone. After pressing [TALK] to make a call with the handset near the base unit, you can also dial using the base unit keypad.

1 Handset:
Press [TALK].

2 Base unit:
Dial a telephone number while hearing a dial tone with the handset.

- When the other party answers, talk using the handset.

3 Handset:
To hang up, press [TALK] or place the handset on the base unit.

Simultaneous Keypad Dialling is available only after pressing [TALK].

Useful information

You can enter numbers using the base unit keypad for example, to access an answering service, electronic banking service, etc.

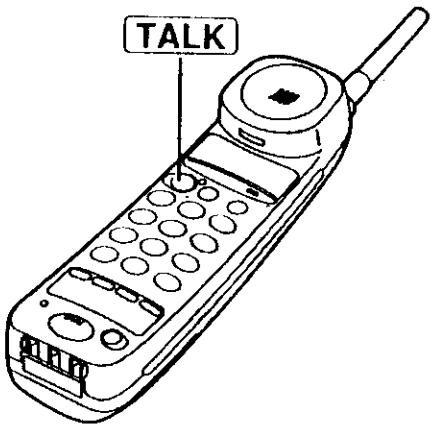
1. Handset:
   Press [TALK].
2. Handset:
   Dial a telephone number.
   - You may also dial with the base unit keypad.
3. Base Unit:
   Enter the required numbers while listening to the pre-recorded instructions.
4. Handset:
   To hang up, press [TALK] or place the handset on the base unit.

Answering Calls

With the Handset

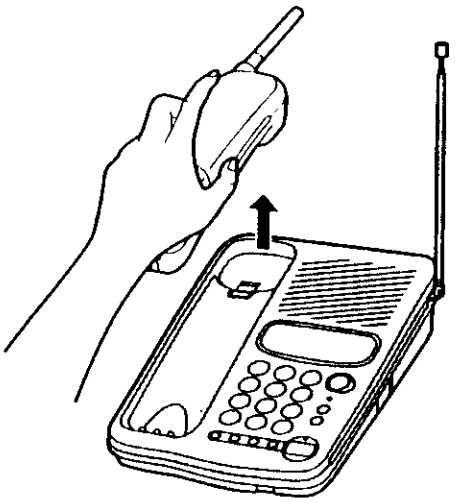
If the handset is off the base unit, press [TALK].

- You can also answer a call by pressing any dialling button [0] to [9], [*] or [#] (—**Any key Talk**).



OR

If on the base unit, just lift up.

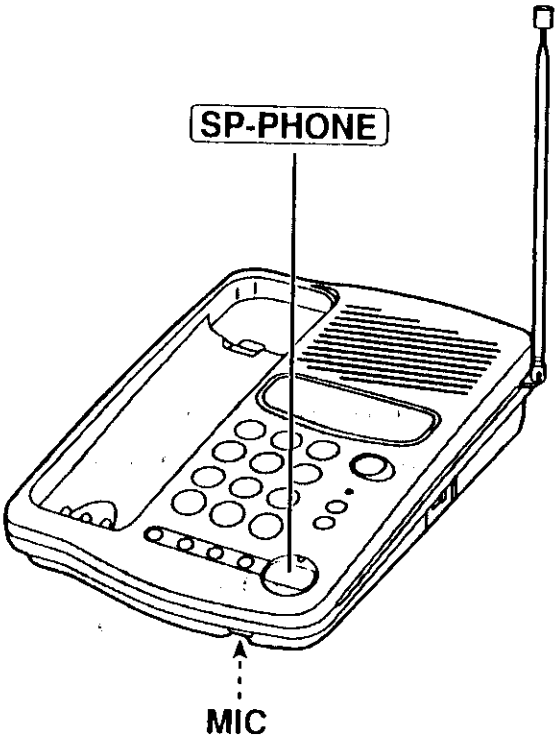


With the Base Unit

1 Press [SP-PHONE].

2 Talk into the **MIC**.

3 To hang up, press [SP-PHONE].



Speed Dialler (Handset)

Storing Phone Numbers in Memory

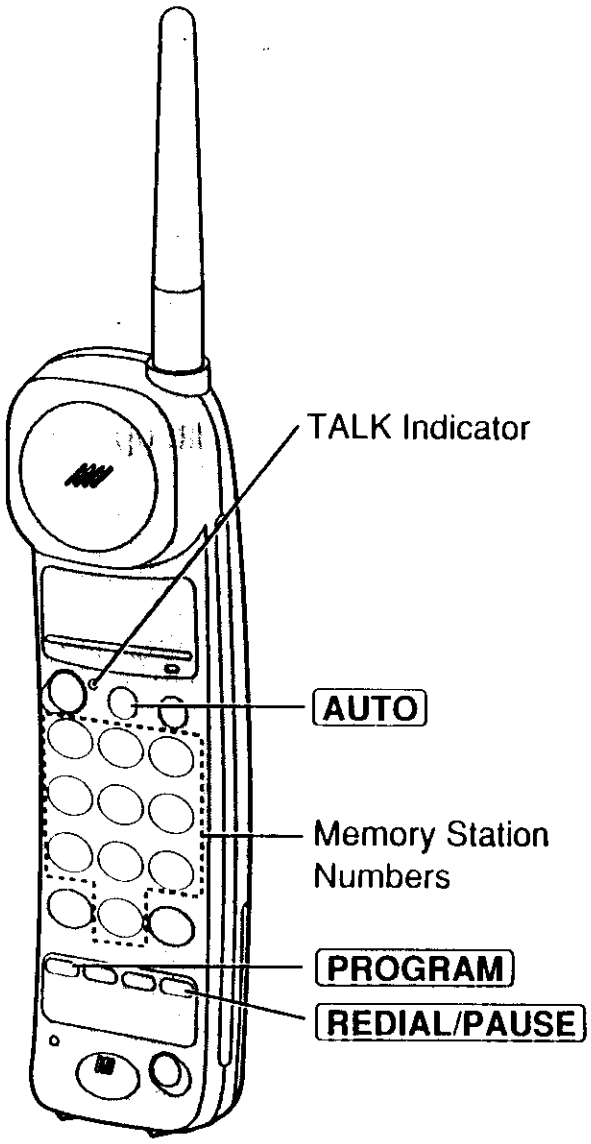
You can store up to 10 numbers in the handset. The dialling buttons ([0] to [9]) function as memory stations.
The TALK indicator light must be off before programming.

1 Press [PROGRAM].
- The TALK indicator flashes.

2 Enter a phone number up to 16 digits.
- If you misdial, press [PROGRAM] to end storing, then start from step 1.

3 Press [AUTO].

4 Press a memory station number ([0] to [9]).
- A confirmation tone sounds.*
- To store other numbers, repeat steps 1 through 4.



- If a pause is required for dialling, [REDIAL/PAUSE] can be stored in a phone number counting as one digit (p. 25).

*What the confirmation tone means

1 beep: The new number is stored.
2 beeps: The number is the same as the previously stored one.

To erase a stored number

Press [PROGRAM] ➡ [AUTO] ➡ the memory station number ([0] to [9]) for the phone number to be erased.

Memory sticker

Use one of the included memory stickers as a name or phone number index for the speed dialler. Attach the sticker to the unit or in a convenient place.

1	6
2	7
3	8
4	9
5	0

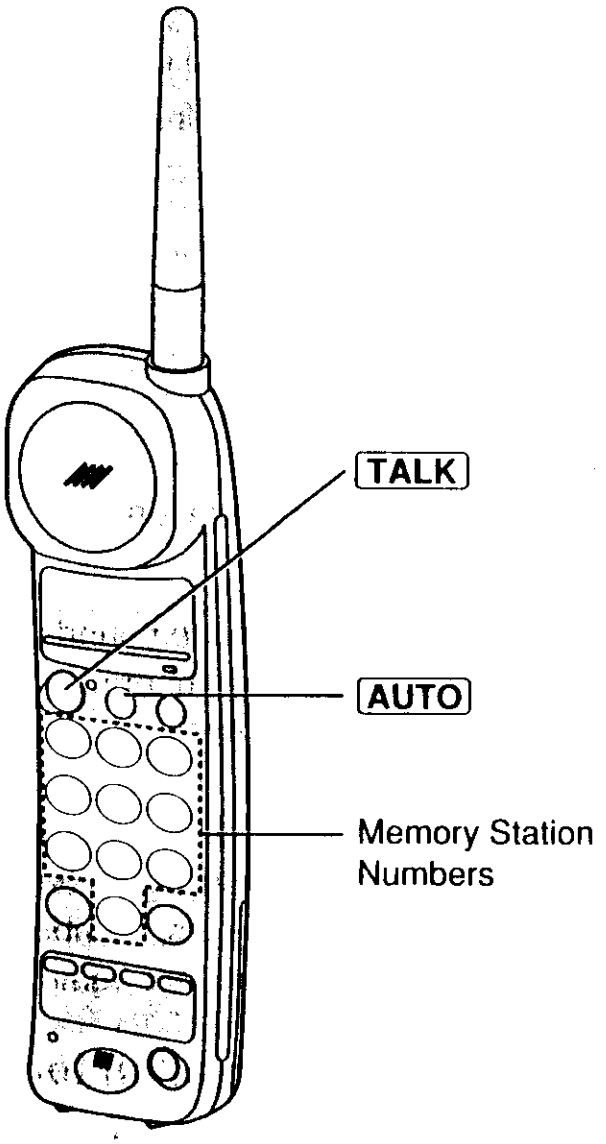
Dialling a Stored Number

1 Press [TALK].

2 Press [AUTO].

3 Press the memory station number ([0] to [9]).

- The stored number is dialled.



- Numbers stored in the handset can only be dialled with the handset.

Speed Dialler (Base Unit)

Storing Phone Numbers in Memory

You can store up to 10 numbers in the base unit. The dialling buttons ([0] to [9]) function as memory stations.
The SP-PHONE indicator light must be off.

1 Press [HOLD/PROGRAM].

- The IN USE/CHARGE/ PROGRAM indicator flashes.

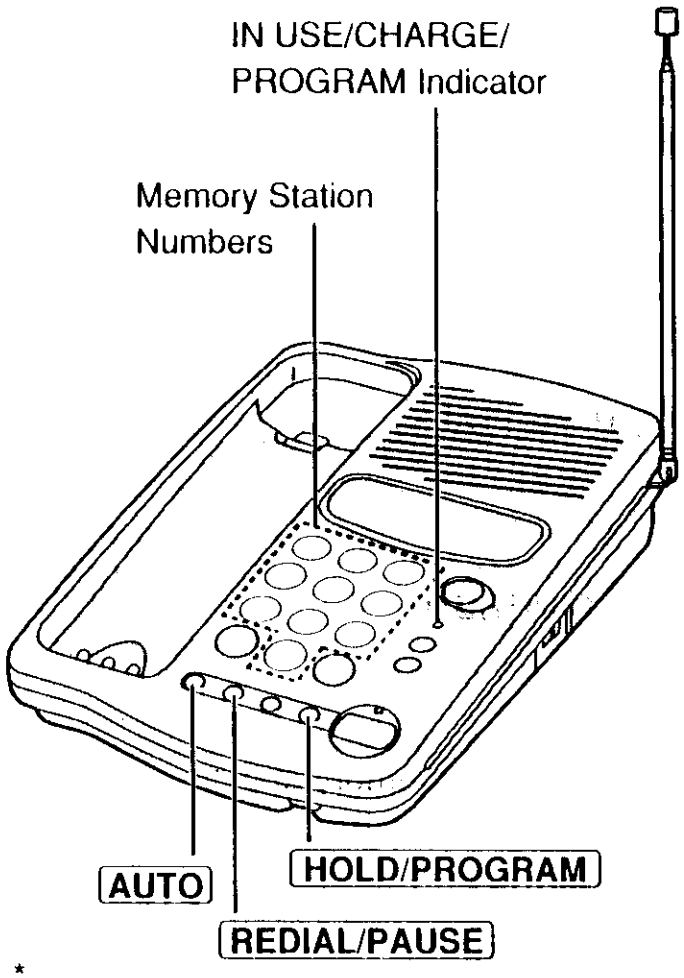
2 Enter a phone number up to 16 digits.

- If you misdial, press [HOLD/PROGRAM] to end storing, then start from step 1.

3 Press [AUTO].

4 Press a memory station number ([0] to [9]).

- A confirmation tone sounds.*
- To store other numbers, repeat steps 1 through 4.



- If a pause is required for dialling, [REDIAL/PAUSE] can be stored in a phone number counting as one digit (p. 25).
- If a power failure occurs, numbers stored in the base unit will be erased. Store the phone numbers again.

*What the confirmation tone means

1 beep: The new number is stored.
2 beeps: The number is the same as the previously stored one.

To erase a stored number

Press [HOLD/PROGRAM] ➡ [AUTO] ➡ the memory station number ([0] to [9]) for the phone number to be erased.

Memory sticker

Use one of the included memory stickers as a name or phone number index for the speed dialler. Attach the sticker to the unit or in a convenient place.

1	6
2	7
3	8
4	9
5	0

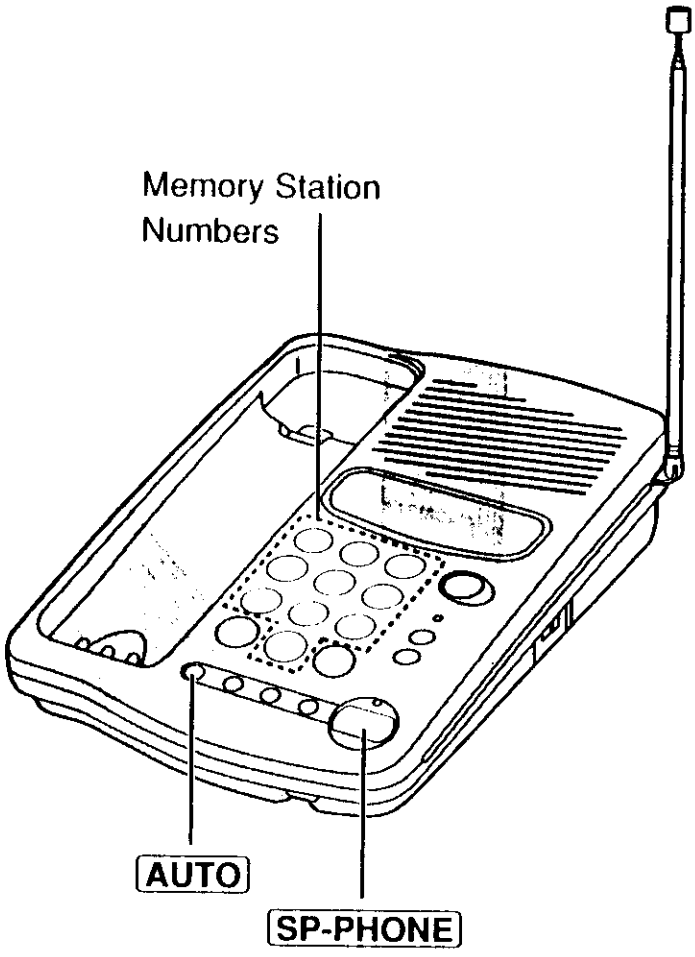
Dialling a Stored Number

1 Press [SP-PHONE].

2 Press [AUTO].

3 Press the memory station number ([0] to [9]).

- The stored number is dialled.



- Numbers stored in the base unit can only be dialled with the base unit.

Paging the handset from the base unit (Handset locator)

Using this feature, you can locate the handset, if misplaced.

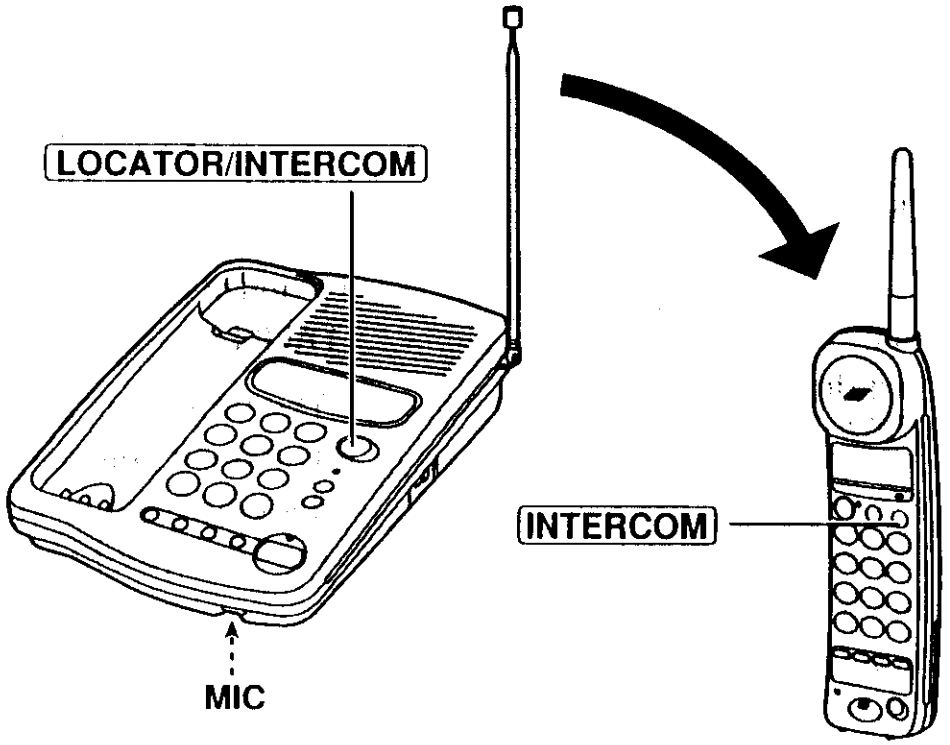
1 Base unit:
Press [LOCATOR/INTERCOM].

- The handset beeps for 1 minute.
- To stop paging, press [LOCATOR/INTERCOM] again.

2 Handset:
Press [INTERCOM] to answer.

3 Base unit:
Talk into the **MIC**.

4 Handset:
To end the intercom, press [INTERCOM].



During the intercom:

- Intercom calls can only be ended by the handset.
- If the handset user has difficulty hearing the base unit user, decrease the base unit speaker volume by pressing **VOLUME** ▽.
- If two tones sound, an incoming call has been received. To answer, press [TALK] or [SP-PHONE]. The intercom is ended.

Transferring a Call Using the Intercom

The intercom can be used during a call. This feature enables you to transfer the call between the handset and the base unit.

From the handset to the base unit

1 Handset:
During a call, press [INTERCOM]. Talk to the paged party after the beeps.

- The call is put on hold.
- If the base unit user does not answer, press [TALK].

2 Base unit:
When the paging party's voice is heard, answer using the **MIC**.

3 Base unit:
To answer the call, press [SP-PHONE].

- The transfer is completed.
- The handset user can join the conversation by pressing [TALK].

From the base unit to the handset

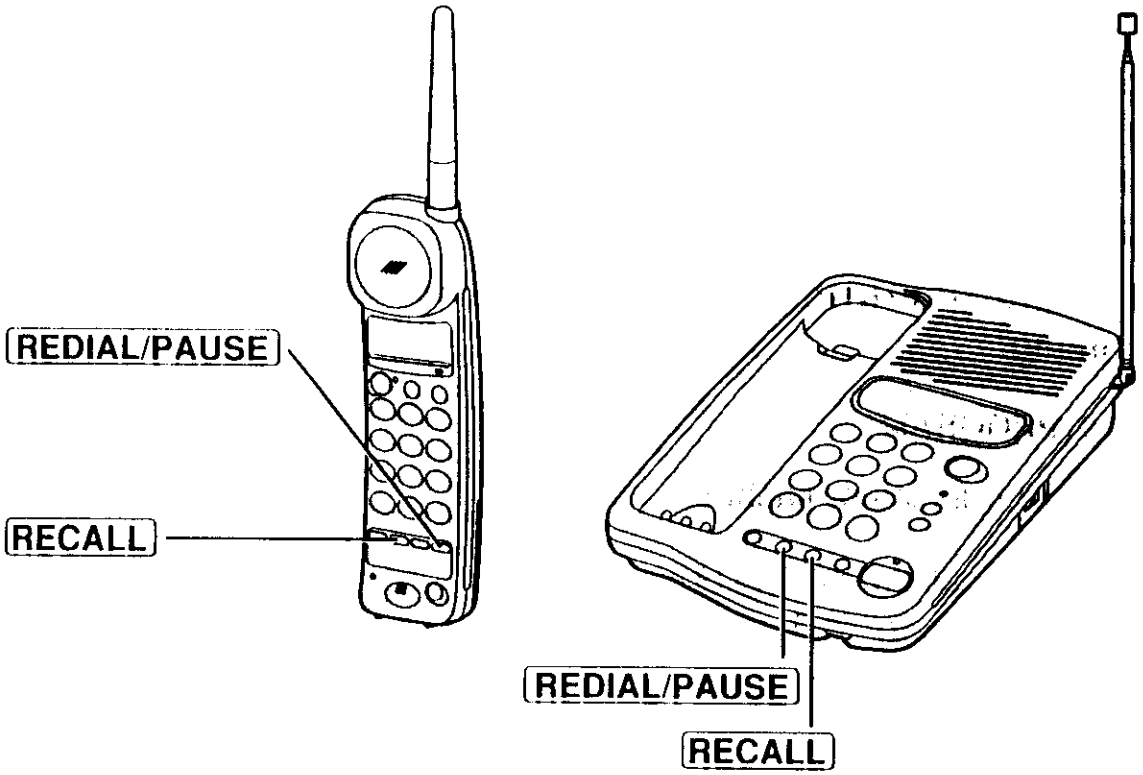
1 Base unit:
During a call, press [LOCATOR/INTERCOM].

- The call is put on hold.
- If the handset user does not answer, press [SP-PHONE].

2 Handset:
Press [INTERCOM] to answer the page.

3 Handset:
To answer the call, press [TALK].

- The transfer is completed.
- The base unit user can join the conversation by pressing [SP-PHONE].



Security Code Setting

The unit has 65,000 codes which help prevent the unauthorised use of your telephone line by another cordless telephone.

How to Use the PAUSE Button

(For Analog PBX Line/Long Distance Service Users)

We recommend you press [REDIAL/PAUSE] if a pause is required for dialling with a PBX or to access a long distance service.

Ex: Line access number [9] (PBX)

[9] ➡ [REDIAL/PAUSE] ➡ [Phone number]

- Pressing [REDIAL/PAUSE] once creates a 3.5 second pause. This prevents misdialling when you redial or dial a stored number.
- Pressing [REDIAL/PAUSE] more than once increases the length of the pause between numbers.

RECALL Button

Pressing [RECALL] allows you to use special features of your host PBX such as transferring an extension call or accessing special telephone service (optional) such as call waiting.

Selecting the Recall Time

The recall time depends on your exchange or host PBX.
You can select from recall times "100, 250, 400 or 600 msec (milliseconds)" by programming. The factory preset is "100 msec".
When programming, use the handset near the base unit.

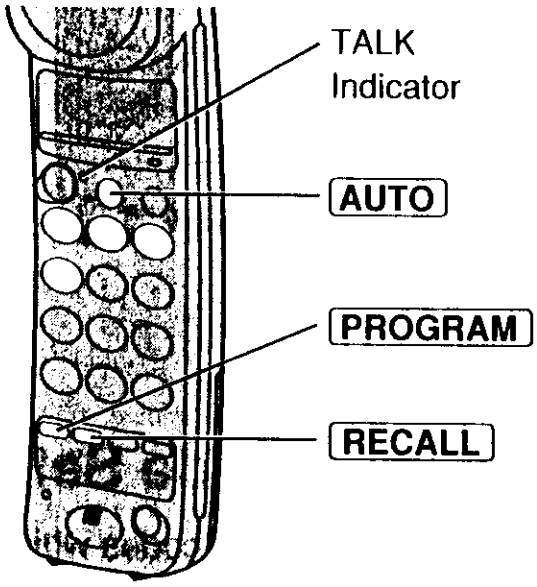
The TALK and SP-PHONE indicator lights must be off before programming.

1 Press [PROGRAM].
- The TALK indicator flashes.

2 Enter the recall time ([1] to [4]).
1: 100 msec 2: 250 msec
3: 400 msec 4: 600 msec

3 Press [AUTO].

4 Press [RECALL].
- A confirmation tone sounds.*



*What the confirmation tone means

1 beep: The new number is stored.
3 beeps: The number is not correct. Move closer to the base unit or place the handset on the base unit. Then try again from the beginning.

- Users in Australia can access Telstra's "EASY CALL" service by having the recall time set at 100 msec (this is the factory default setting), and then follow Telstra's "EASY CALL" instructions to operate this service.
- If you are connected via a PBX, a higher recall time may need to be selected to use PBX functions (transfer a call, etc). Consult with your PBX supplier for the correct setting.

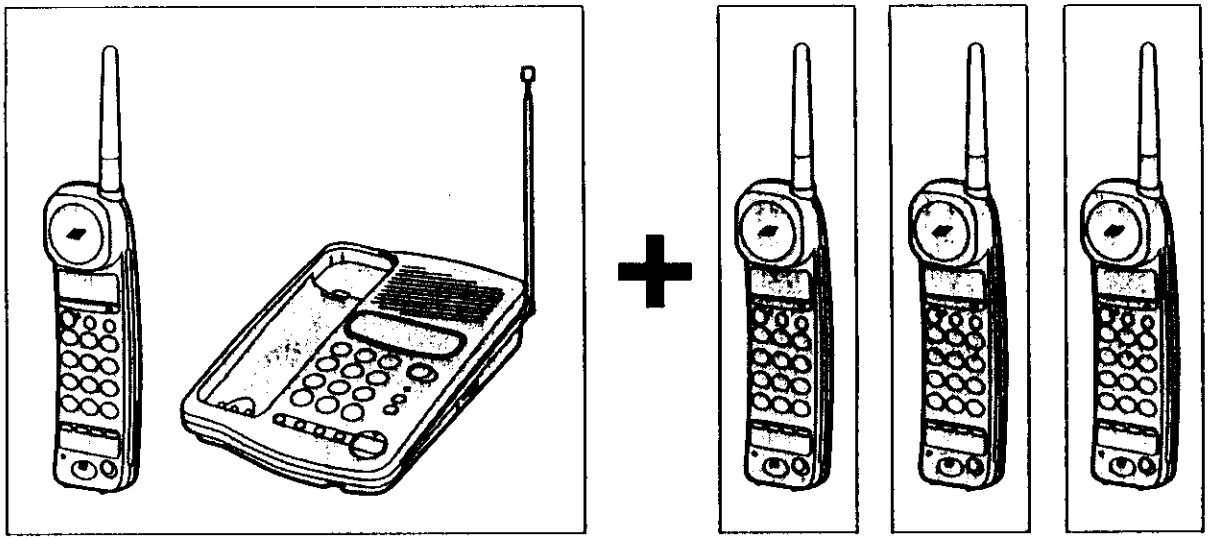
For Call Waiting Service Users in New Zealand

Adjust the recall time to 600 msec for use with Telecom's Call Waiting Service. Press [RECALL] if you hear a call-waiting tone while talking.
- The first call is put on hold and you can answer the second call.
- To return to the first caller, press [RECALL] again.

If a power failure occurs, the mode will return to the factory preset. Reprogram if necessary.

For Optional Multi-Handset Users ➡

The KX-TC187AL-W can add up to 3 optional handsets (sold separately.)



KX-TC187AL-W　　Optional Handset

Important:

The functions of the optional handset are the same as the KX-TC187AL-W handset.

The optional handset model number is KX-A381AL-W.

When using two or more handsets, the following operation's features will be different. For details, see pages 30 to 35.

–Intercom between the handset and base unit

–Transferring outside calls

- All of the handsets ring when calls are received.
- When one of the handsets is in use or in the intercom mode, other handsets can not be used.
- An intercom between two handsets is not available.

Assigning Each Optional Handset a Number

You need to assign each optional handset a number (1 to 4) before use. The initial KX-TC187AL-W handset number is [1]. **Before assigning a number, charge the optional handset on the charger for about 10 hours and be sure that the IN USE/CHARGE/PROGRAM indicator light is off.**

You can not assign the same number to more than one handset.
To confirm if the handset number has been assigned, see page 29.

1 Press **PROGRAM** on the handset to be assigned.

- The TALK indicator flashes.

2 Press **AUTO** then ✱ on the handset.

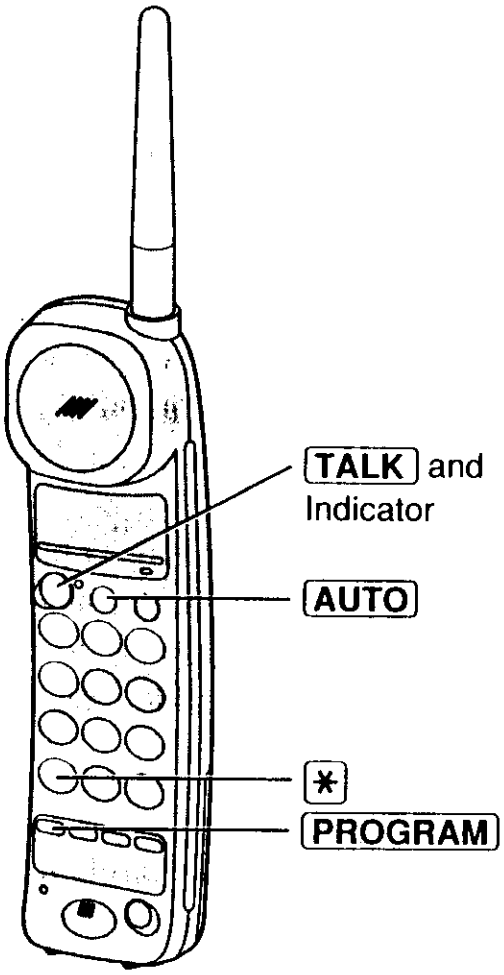
3 Enter the desired handset number (1 to 4) on the handset.

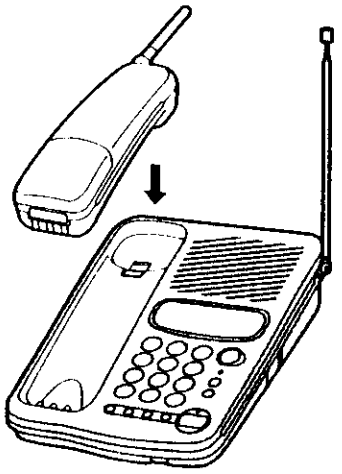
4 Press **PROGRAM** on the handset.

- A beep will sound.
- The TALK indicator light goes out.

5 Place the handset on the base unit for about 5 seconds.

- To assign another handset, repeat from step 1.





- If 3 beeps sound in step 3, a wrong key was pressed. Restart from step 1.
- When you want to change the handset number, erase the previous number. Then restart from step 1.

To confirm if the handset number has been assigned

1. Press [LOCATOR/INTERCOM] on the base unit.
   - The base unit beeps.

2. Press the desired handset number (1 to 4) on the base unit within 2 seconds.
   - If the beeps sound continuously, the handset number has been assigned.
   - If 3 beeps sound and the base unit stops paging, the handset number has not been assigned.

To erase the handset number

When programming, use the handset near the base unit.

1. Press [PROGRAM] on the handset.
   - The TALK indicator flashes.

2. Press [AUTO] then [*] on the handset.

3. Press [0] on the handset.

4. Press [PROGRAM] on the handset.
   - The handset number is erased.
   - The TALK indicator light goes out.
   - If 3 beeps sound in step 3, a wrong key was pressed. Restart from step 1.

Intercom Between the Handset(s) and Base Unit

A 2-way intercom is available between one of the handsets and base unit when another handset is not in use.

Paging a handset from the base unit (Individual Paging)

The base unit user can page one of the handsets by using the handset number.

1 Base unit:
Press **LOCATOR/INTERCOM**.
Then enter the desired handset number (1 to 4) within 2 seconds.

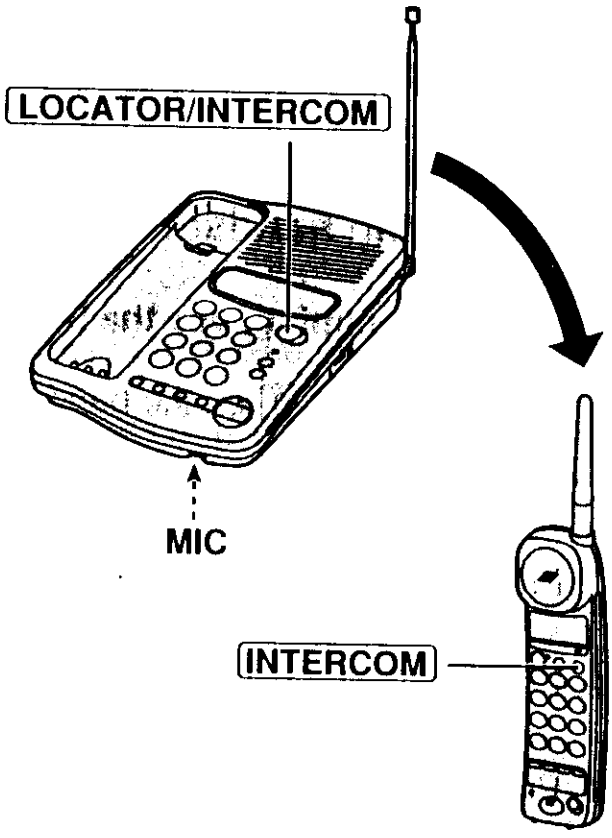
- The handset beeps for 1 minute.
- To stop paging, press **LOCATOR/INTERCOM** again.

2 Handset:
Press **INTERCOM** to answer.

3 Base unit:
Talk into the **MIC**.

4 Handset:
To end the intercom, press **INTERCOM**.

- Intercom calls can only be ended by the handset.



- When paging a handset, if you decide you want to page another handset, you can page the other handset by pressing it's handset number. You can page all the handsets by pressing [0].
- In step 1, if you do not enter the handset number after pressing [LOCATOR/INTERCOM] within 2 seconds, all of the handsets will be paged.
- If 3 beeps sound and paging stops in step 1, the pressed handset number has not been assigned.

➡ For Optional Multi-Handset Users

Paging all handsets from the base unit (All Paging)

The base unit user can talk with the handset user who answered the page first.

1 Base unit:
Press **LOCATOR/INTERCOM**.

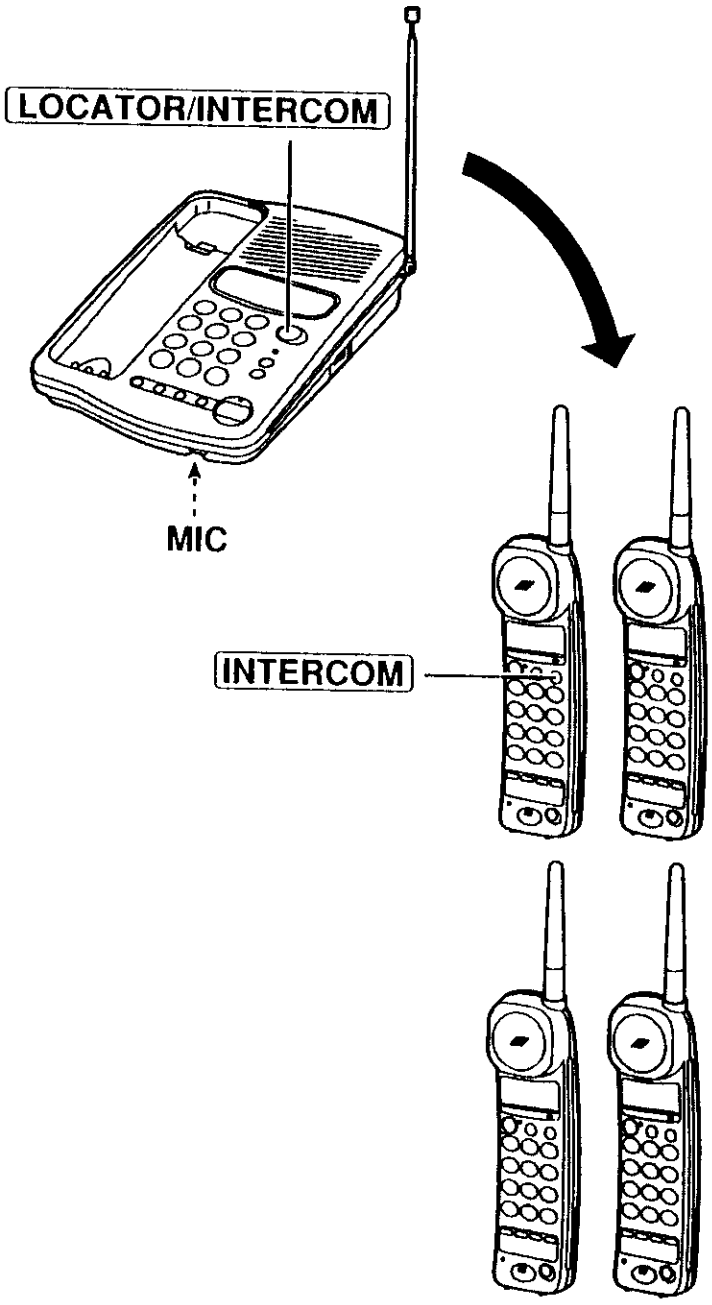
- All the handsets beep for 1 minute.
- To stop paging, press **LOCATOR/INTERCOM** again.

2 One of the handsets:
Press **INTERCOM** to answer.

3 Base unit:
Talk into the **MIC**.

4 Handset:
To end the intercom, press **INTERCOM**.

- Intercom calls can only be ended by the handset.



Paging the base unit from the handset: See page 22.

Transferring Calls Using the Intercom

The intercom can be used during a call. This feature enables you to transfer a call between the base unit and a handset.

From the base unit to a handset

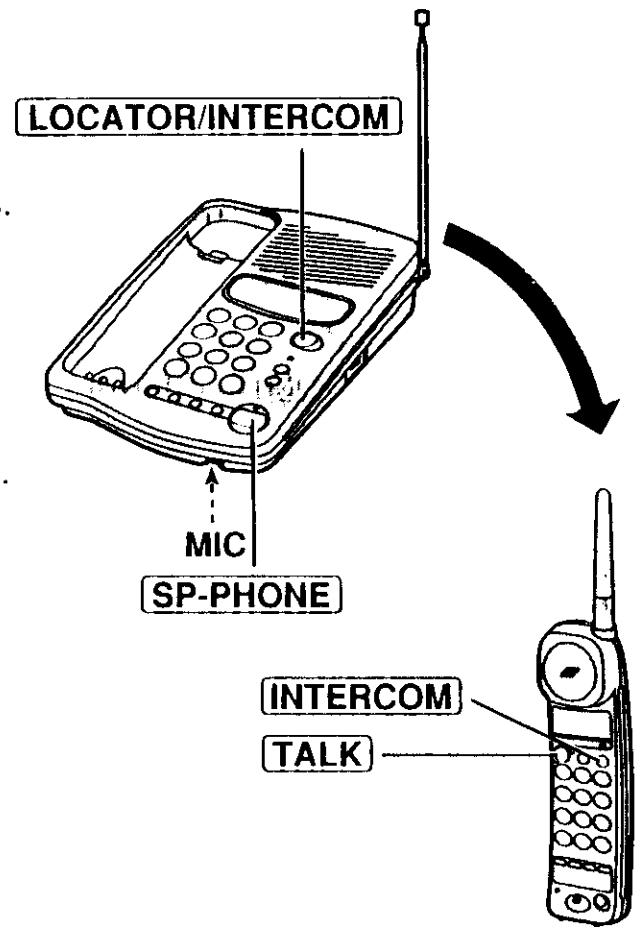
1 Base unit:
During a call, press [LOCATOR/INTERCOM]. Then enter the desired handset number (1 to 4) within 2 seconds.

- The call is put on hold and the paged handset beeps for 1 minute.
- If the handset user does not answer, press [SP-PHONE].

2 Handset:
Press [INTERCOM] to answer the page.

3 Handset:
To answer the call, press [TALK].

- The transfer is completed.
- The base unit user can join the conversation by pressing [SP-PHONE].



- When paging a handset, if you decide you want to page another handset, you can page the other handset by pressing it's handset number. You can page all the handsets by pressing [0].
- If you do not enter the handset number in step 1, all of the handsets will be paged.
- If 3 beeps sound and paging stops in step 1, the handset number has not been assigned.

➡ For Optional Multi-Handset Users

From the base unit to all handsets

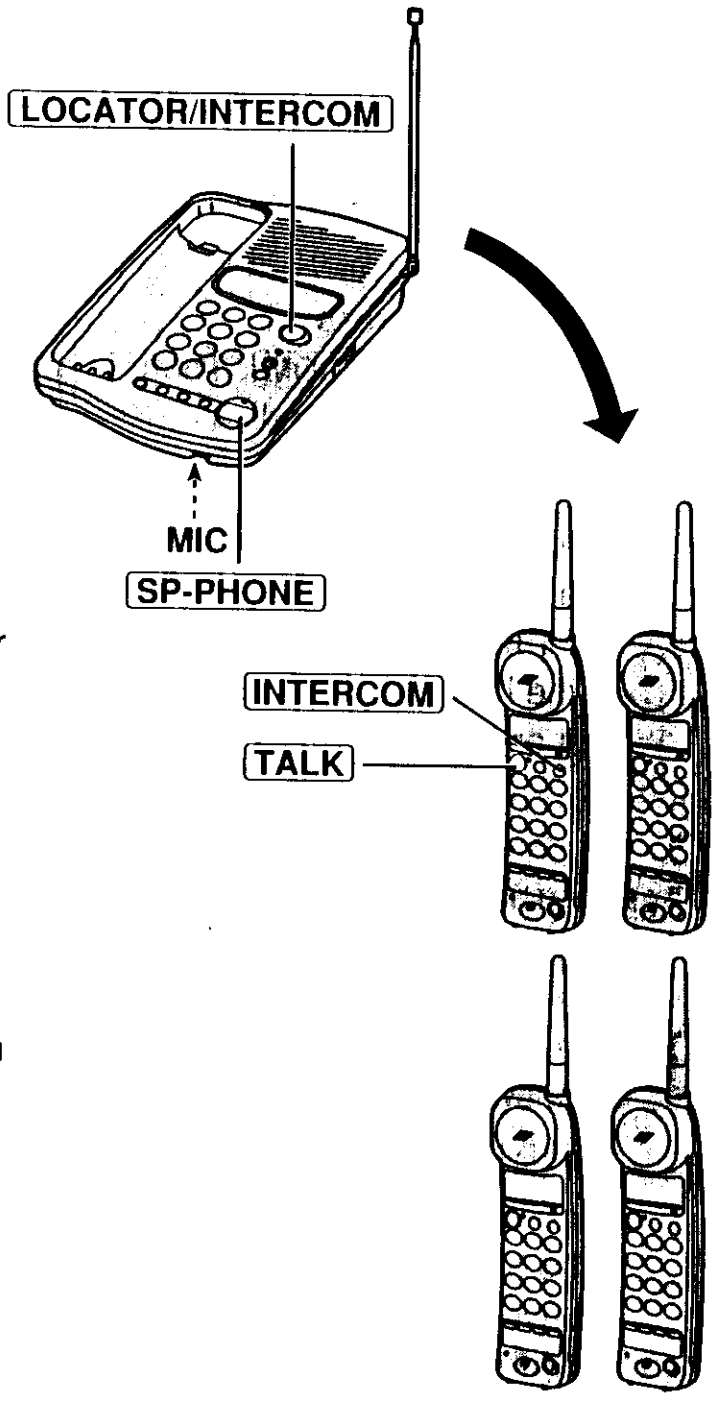
1 Base unit:
During a call, press [LOCATOR/INTERCOM].

- The call is put on hold and all the handsets beep for 1 minute.
- If a handset user does not answer, press [SP-PHONE].

2 One of the handsets:
Press [INTERCOM] to answer the page.

3 Handset:
To answer the call, press [TALK].

- The transfer is completed.
- The base unit user can join the conversation by pressing [SP-PHONE].



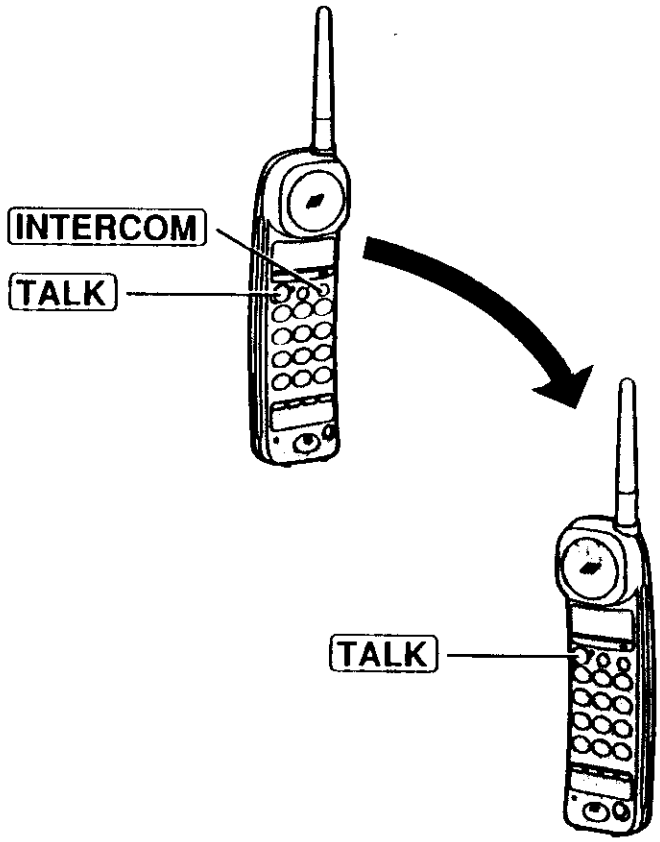
From the handset to the base unit: See page 24.

Transferring Calls from One Handset to Another

Transferring a call is available between one handset and another one.

1 Handset 1:
During a call, press [INTERCOM].
Then enter the desired handset number (1 to 4) within 2 seconds.

- The call is put on hold.
- The paged handset beeps for 1 minute.*
- If you press a handset number which has not been assigned, the indicator will go out. Press [TALK] and restart from the beginning.
- If the handset user does not answer, press [TALK].



2 Handset 2:
When the unit beeps, press [TALK] to answer the call.

- The transfer is completed.

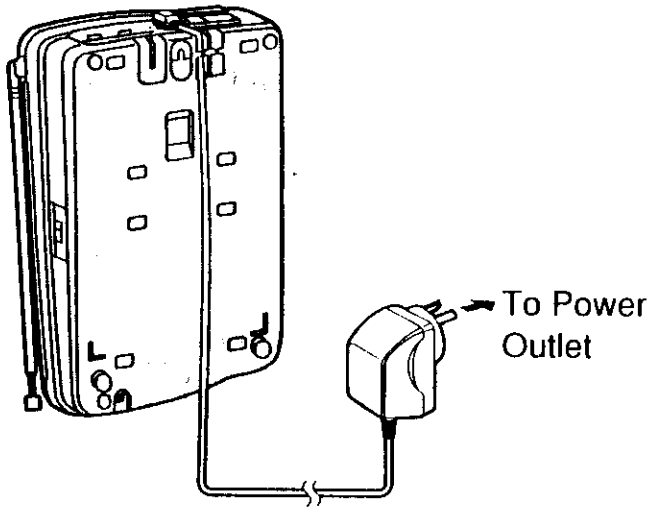
* The paged handset beeps quietly for 30 seconds. Then it will beep loudly for another 30 seconds.

- In step 1, if you do not enter the handset number after pressing [INTERCOM] within 2 seconds, the base unit will be paged.
- When paging a handset, if you decide you want to page another handset, you can page the other handset by pressing it's handset number. You can page the base unit by pressing [0].
- If the paged handset user does not answer in 1 minute, the call will be put on hold at the base unit. To release the hold, see page 15.
- An intercom between two handsets is not available.

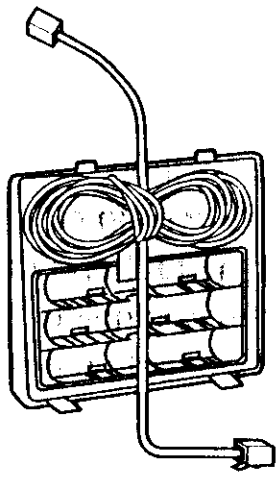
Wall Mounting

This unit can be mounted on a wall.

1 Connect the AC adaptor.



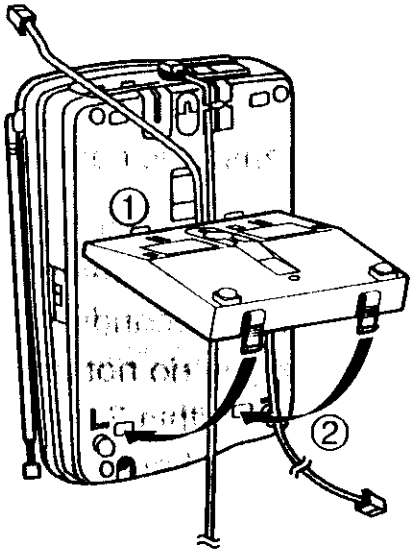
2 Tuck the telephone line cord inside the wall mounting adaptor.



3 ① Insert the tabs of the wall mounting adaptor into the "WALL" unit openings.

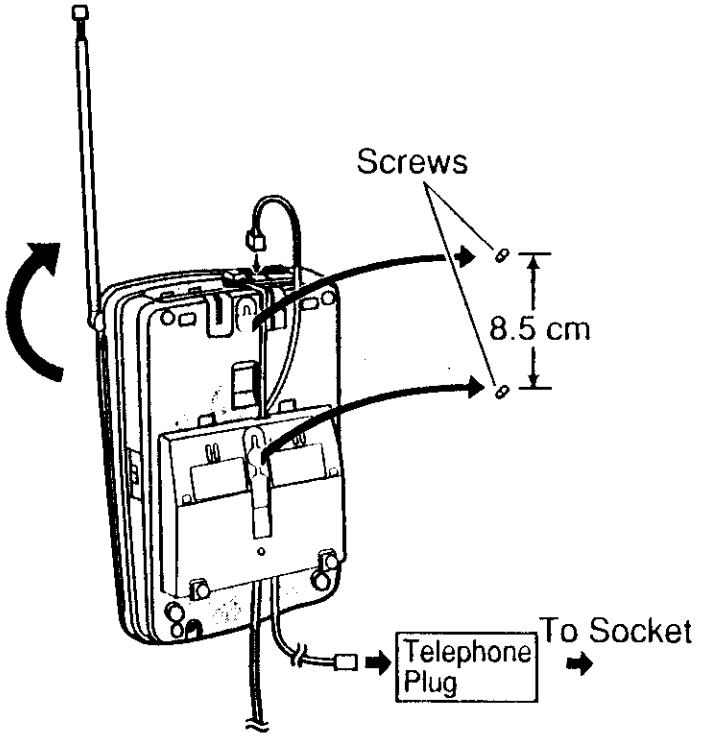
② Push the adaptor in the direction of the arrow.

- "UP WALL" should face upward.

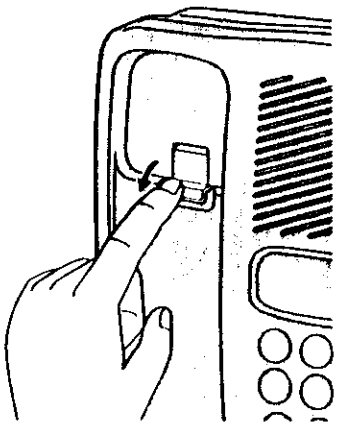


4 Install the screws using the wall template below. Connect the telephone line cord. Mount the unit, then slide down.

- Extend the antenna fully.

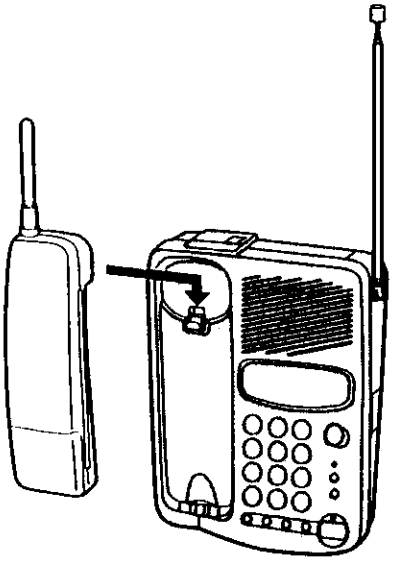


5 Pull down the handset hook until it locks, **so the tab holds the handset.**

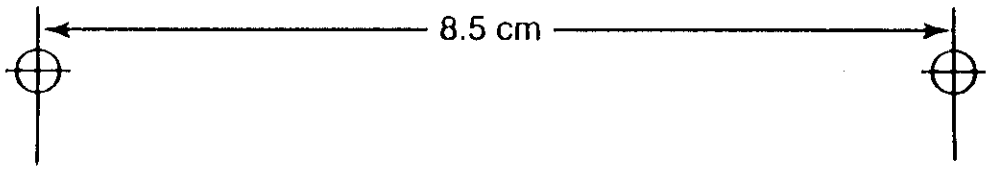


6 **To charge the battery:** Place the handset on the handset hook as shown.

- The IN USE/CHARGE/ PROGRAM indicator lights.



Wall Template



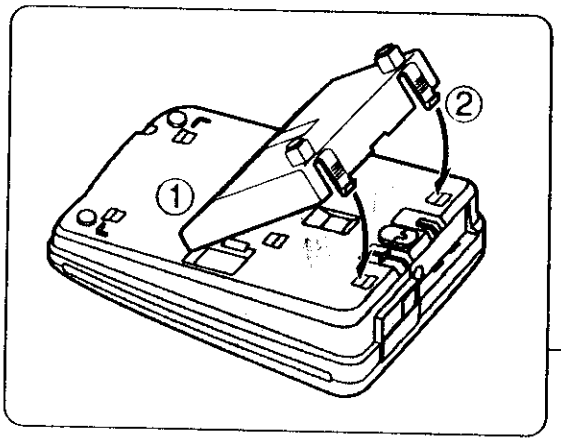
Convenient Desk Usage

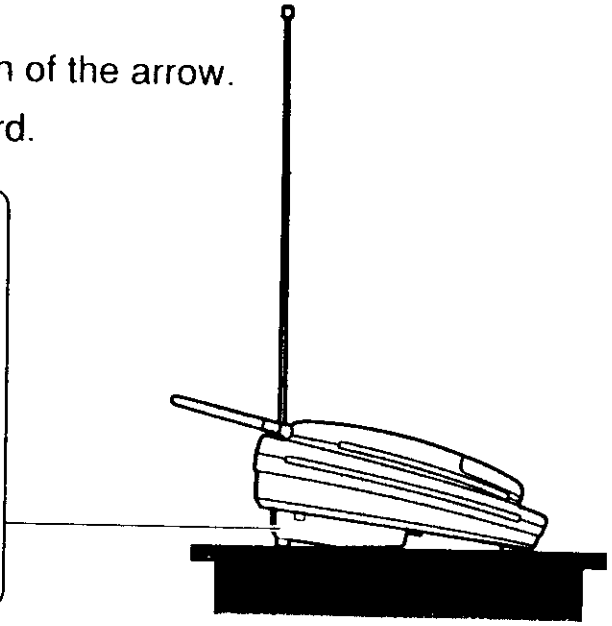
The wall mounting adaptor can also be used to raise the unit at an angle.

① Insert the tabs of the wall mounting adaptor into the "DESK" unit openings.

② Push the adaptor in the direction of the arrow.

- "UP DESK" should face upward.



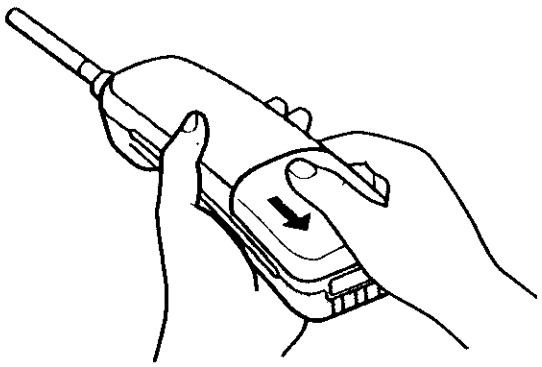


- It is not necessary to pull down the handset hook (p. 7).

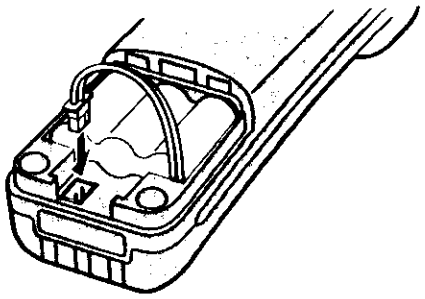
Battery Replacement

If the BATT LOW indicator flashes after being fully charged, replace the battery with a new Panasonic P-P301(KX-A36A) battery. To prevent memory loss, replace within 5 minutes.

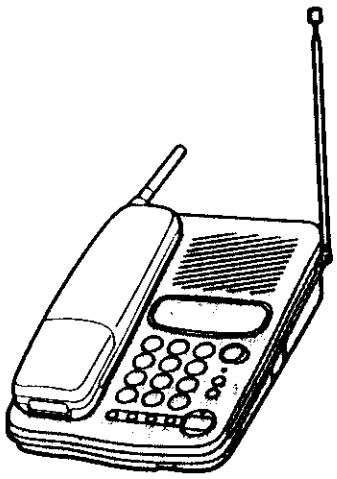
1 Remove the cover by sliding it while pressing the arrow.



2 Replace the battery, then close the cover.



3 Be sure to charge the new battery for about 3 hours.



- When using two or more handsets, assign the handset number again (p. 28).

Before Requesting Help

Problem	Remedy
The unit does not work.	• Check the settings (p. 8–10). • Charge the battery fully (p. 9). • Clean the charge contacts and charge again (p. 9). • Install the battery properly (p. 39). • Place the handset on the base unit and unplug the AC adaptor to reset. Plug in, then try again. • Re-insert the handset battery within 5 minutes to avoid memory loss and place the handset on the base unit. Then try again. • KX-TC187AL-W is not designed to be used with rotary (pulse dialling) services. • When using two or more handsets, confirm if the handset number has been assigned (p. 29).
An alarm tone sounds when you press [TALK] or [INTERCOM].	• You are too far from the base unit. Move closer and try again. • Place the handset on the base unit and try again. • Plug in the AC adaptor. • Extend the base unit antenna fully. • Another portable unit is in use.
Static, sound cuts in/out, fades. Interference from other electrical units.	• Locate the handset and the base unit away from other electrical appliances (p. 3). • Move closer to the base unit. • Extend the base unit antenna fully. • Press [CH] to select a clearer channel.
The handset does not ring.	• The ringer volume is set to OFF. Press [RINGER] briefly while the TALK indicator light is off (p. 10).
The base unit does not ring.	• The RINGER selector is set to OFF. Set to HIGH or LOW (p. 10).

Problem	Remedy
You cannot store a phone number in memory.	• You cannot store a number while the unit is in the talk, speakerphone or intercom mode. • Do not pause for over 30 seconds while storing.
While storing a phone number, the unit starts to ring.	• To answer the call, press **TALK** or **SP-PHONE**. The program will be cancelled. Store the number again.
LOCATOR/INTERCOM does not function.	• The handset is too far from the base unit or is engaged in an outside call. • When using two or more handsets, confirm if the handset number has been assigned (p. 29).
While using the intercom, two tones sound.	• A call is being received. To answer, press **TALK** or **SP-PHONE**.
REDIAL/PAUSE does not function properly.	• It will redial the last dialled number if pressed at the outset of a call (p. 12, 15). If another number has been dialled first, it will operate as a pause button (p. 25).
You cannot assign the handset a number.	• Another handset is in use.
The BATT LOW indicator flashes or the unit beeps intermittently.	• Charge the battery fully (p. 9).
You charged the battery fully, but the BATT LOW indicator flashes.	• Clean the charge contacts and charge again (p. 9). • Install a new battery (p. 39).
The IN USE/CHARGE/ PROGRAM indicator light never goes out while charging.	• This is normal.